Technical Training Program

2008 Status Update
Presented February 2009
Course Sections (Face-to-Face Format)

38 courses, 172 sections conducted
Participants by Course (Face-to-Face)

957 Participants
Computer Based Training - SkillPort

- SkillPort is a hosted, computer-based training system
- Initially introduced in conjunction with the MS Office 2007 upgrade timelines to bring Office 2007 training to staff / faculty
- All courses available to CSM staff
  - 24 hours / day, 7 days / week
  - On and off campus via any web browser
  - Course accesses are unlimited so a course can be completed over time (similar to WebCT)
- A wide variety of MS Office 2007 courses are available for all applications at different learning levels (beginning, advanced)
- An entire catalog of other training available in addition to the Office 2007 courses
- Orientation sessions offered starting in August 2008 during pre-semester activities
  - August – December  15 sessions; 111 participants
SkillPort Usage (Computer Based)

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**Total courses completed = 56**

**Total time spent = 150 hours**

**Total users = 160**

**Courses Accessed = 32**

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**Does not include topic completions (i.e. portions of a course). SkillPort allows users to complete any portion of a course without completing the entire course. However, certificates are only issued for completing an entire course.**
Regarding face-to-face format training, in comparison to 2007 . . .

- 2.7% increase in the number of courses offered
- 4.24% increase in the number of sections held

Note, this does not include the many one-on-one trainings.

Eleven sessions were held at Prince Frederick and Leonardtown.
One session was held via conferencing for all campuses.

* Unduplicated
Outreach - Working with Local Agencies

Our work in partnership with county agencies to provide their employees with GroupWise training began in June 2006 and has continued to grow since. We also offer training to one state agency that has a branch location in Charles County.

- A county training coordinator and one from the state agency has been identified; all communications via these two contacts.
- CSM employees are given priority and vacant seats are available for the county / state employees.
- Training continues to be well received and many positive comments provided via the session evaluations.
- Consideration for possibly sharing our *Information Security Basics* class has been discussed.
## Outreach - Working with Local Agencies

### Attendance in 2008

<table>
<thead>
<tr>
<th>Class</th>
<th>County</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>GroupWise Basics</td>
<td>4</td>
<td>15</td>
</tr>
<tr>
<td>Advanced GroupWise</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>Advanced GroupWise with Emphasis on Adding Graphics</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Advanced GroupWise with Emphasis on the Calendar</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>GroupWise Calendar</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>GroupWise Rules</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>15</strong></td>
<td><strong>31</strong></td>
</tr>
</tbody>
</table>
Assessment

<table>
<thead>
<tr>
<th>Year *</th>
<th>2008</th>
<th>2007</th>
<th>2006</th>
<th>2005</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sections surveyed</td>
<td>163</td>
<td>147</td>
<td>154</td>
<td>67</td>
</tr>
<tr>
<td>Evaluations issued</td>
<td>902</td>
<td>876</td>
<td>963</td>
<td>321</td>
</tr>
<tr>
<td>Completed</td>
<td>838</td>
<td>791</td>
<td>828</td>
<td>213</td>
</tr>
<tr>
<td>Return rate</td>
<td>93%</td>
<td>90%</td>
<td>86%</td>
<td>66%</td>
</tr>
</tbody>
</table>

- Overall return rate increased 3% as compared to 2007
- Follow up email to all participants includes evaluation reminders
- All feedback consolidated and forwarded to respective instructor(s); usually within three business days
- Action taken for all requests for personal follow up and individual training/work sessions arranged as needed

*Evaluations implemented May 2005*
Ten New Courses in 2008

- How to Manage Junk Mail: Using the Spam / Virus Report
- Orientation to SkillPort for Microsoft Office 2007 Training
- Advanced GroupWise with Emphasis on Adding Graphics
- Colleague User Interface (UI) 2.2 Preview
- Regulatory Reporting Procedures
- Fiscal Year End Close Basics for FY 2008
- Colleague Budget Management for FY 2010
- Password Maintenance Using iManager (for MyCSMD)
- GroupWise – Cleaning Up Your Account (Pilot)
- Colleague Patches 101 (Pilot)

Plus, SkillPort computer-based training was implemented in August.
Training Program Support

The training program continues to flourish thanks to the incredible support from various departments within the college community. Courses are developed in conjunction with individuals willing to share their time and expertise by creating informative materials and training fellow employees.

In 2008, **twenty-three** employees served as instructors or presenters from **eleven** departments within the college.

- Accounting / DFS
- Budget Department
- Bursar’s Office
- Career Services
- Information Management Team
- Information Technology Services
- Distance Learning & Faculty Development
- Planning, Institutional Effectiveness & Research
- Payroll Department
- Procurement
- Registrar’s Office
Technical Training Center re-established in newly renovated Center for Science & Technology building, room ST129

- Available as of September 2008
- State-of-the-art technology available for staff/faculty use
  - 14 new workstations with flat screen monitors and speakers
  - Smart Podium including Sympodium technology (interactive pen display), access to multiple connections (laptop, etc) as well as DVD, VCR, Cable TV, wireless keyboard and mouse
  - Touch screen projection control
  - Document camera
  - Polycom conference phone

- Open house held in conjunction with the ST building dedication and naming ceremony was well attended
  - Demonstration of equipment for those attending
  - Refreshments and door prize provided
Technical Training Center Usage

In addition to the technical training program classes, many groups have utilized this resource for web or vendor on-site training and to meet departmental needs.

- ImageNow Webinar (ITS)
- User Interface (UI) 2.2 preview open sessions
- Web Conference - Academic Impressions: Introduction to Annual Giving at Community Colleges (DEV)
- Open House - Pay Advice On Line (PAY)
- Raiser’s Edge (DEV)
- Program Outlook Committee Training (DAA)
- Pre-semester Choose Your Own Adventure (DLF)
- ImageNow vendor Fax Agent Demo (ITS/REG)
- Community Anti-Drug Coalitions of America Presentation (STL)
- iManager for Password Maintenance (ITS)
- Open Lab for SkillPort Training (25 hours)
- Computerized ST Building HVAC control System (FAC)
- Hosted Loyola College – Image Now (ITS)
- Software demos, consulting visits, meetings, departmental training (various groups)
Process Improvements

- Technical Training, Distance Learning & Faculty Development, and the Human Resource departments worked collectively to develop a consolidated web site to offer a one-stop approach to all available training and development information for CSM staff and faculty.

This was an extensive project which accomplished:

- Development of an Internet site available on and off campus with additional links to the coordinating departments
- Conversion of coordinating department sites from intranet to Internet sites to allow access off campus
- Consistent look and navigation to training sites
- A consolidated calendar with entries for all opportunities including links to course descriptions (when available), contacts and on-line registration
- Open access to training information, calendar and on-line registration 24-hours / day, 7 days / week, on and off campus
Process Improvements

- Changes to advertising now provides a consolidated listing of upcoming training for all areas
  - SPOTLIGHT ON TRAINING section in the weekly Friday Report
  - Monday morning SPOTLIGHT ON TRAINING Everyone Email
- Pilot of new ‘Colleague Training Requirements’ (CTR) document
  - Consolidated required training information into one document for establish / modify ISSR requests.
  - User receives one email (cc to supervisor) with CTR document attached showing all the required training for the requested access
  - Follow up email then explains training needed and next dates offered
- Information System Security Request form (ISSR) modified
  - More detailed Colleague section to better clarify
- New MS office 2007 page to distribute information to employees
  - Links created from training sites to this page
Challenges / Opportunities

- Need for instructors
- Getting supervisors on board to promote and support training
- Schedules are so busy, there is not adequate time for training
- Last minute cancellation of registrations or no-shows
- More one-on-one training is being done to accommodate schedules/locations and a tracking method is needed
- Advertising
- Alternate formatted courses